

**System and Method for Managing Capacity of  
Professional and Technical Services**

**ABSTRACT**

5 A system and method for managing capacity of  
professional and technical services is presented. A  
customer request is received resource types are determined  
with corresponding service levels to satisfy the customer  
request. Labor rates are generated according to service  
levels, or urgency levels of the customer request. Labor  
10 rates are influenced by two primary cost drivers which are  
resource utilization and resource overtime amount to  
satisfy the customer request. A customer bid is generated  
using the labor rates by service levels and adding non-  
labor cost and profit.

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